

Sub-Metrics OR-1 Order Confirmation Timeliness (continued)		
OR-1-10	% On Time ASRC \geq 10 Lines (Fax)	
Products	UNE: Specials (Non DS0, DS1 & DS3) Specials DS0 Specials DS1 Specials DS3	
Calculation	Numerator	Denominator
	Number of faxed ASRCs for 10 or more lines, sent where confirmation date and time less submission date and time is less than standard for specified product.	Total number of faxed ASRs for 10 or more lines confirmed for specified product.
OR-1-11	Average Firm Order Confirmation (FOC) Time	
Products	Trunks: CLEC Trunks (\leq 192 Forecasted Trunks) CLEC Trunks ($>$ 192 and Unforecasted Trunks)	
Calculation	Numerator	Denominator
	Sum of order confirmation date and time less submission date and time for trunk orders.	Count of orders confirmed (faxed orders) with 192 or less trunks that are not designated projects.
OR-1-12	% On Time FOC	
Products	Trunks: CLEC Trunks (\leq 192 Forecasted Trunks) CLEC Trunks ($>$ 192 and Unforecasted Trunks)	
Calculation	Numerator	Denominator
	Count of orders confirmed within 10 days	Count of orders confirmed (faxed orders)
OR-1-13	% On Time Design Layout Record (DLR)	
Products	Trunks: CLEC Trunks	
Calculation	Numerator	Denominator
	Count of design layout records completed on or before DLRD date in TIRKS	Count of Design Layout Records Completed
OR-1-14-18	NOT IN USE IN NEW YORK	
OR-1-19	% On Time Response - Request for Inbound Augment Trunks	
Products	BA Trunks (\leq 192 Trunks) BA Trunks ($>$ 192 Trunks)	
Calculation	Numerator	Denominator
	Number of FOCs/ASRs sent in 7 or less business days	Count of all Requests for Inbound Augment Trunks
OR-1-20	% Negative Responses - Request for Inbound Augment Trunks	
Products	BA Trunks (\leq 192 Trunks); reported by rejection reason BA Trunks ($>$ 192 Trunks); reported by rejection reason	
Calculation	Numerator	Denominator
	Number of inbound trunk requests denied	Count of all Requests for Inbound Augment Trunks

OR-2 Reject Timeliness

Resale and UNE

Reject Response Time:

The amount of elapsed time (in hours and minutes (as a percentage of an hour)) between receipt of a Local Service Request ("LSR") (EDI, Web GUI or fax date and time stamp) and distribution of a service order reject or query (a "Reject").

Average Reject Response Time:

The mean of all reject response times associated with a product group.

Percent of Orders Rejected On Time:

The percentage of orders rejected within the time frames specified in the Performance Standards.

Note: Edit Rejects – Orders failing "Basic front-end edits" are not placed on Completed PON Master File.

Interconnection Trunks:

Reject Response Time: The amount of elapsed time (in business days) between receipt of an Access Service Request ("ASR") (received date restarted for each supplement) and distribution of a reject or query (a "Reject").

Average Reject Response Time: The mean of all reject response times.

Percent of Orders Rejected On Time: The percentage of orders rejected within the time frames specified in the Performance Standards.

- BA Test Orders
- Duplicate Rejects – Rejects issued against a unique PON (PON + Version Number + CLEC Id), identical and subsequent to the first reject.
- Weekend and Holiday Hours (Other than Flow-Through) – Weekend Hours are from 6:00 PM Friday to 8:00 AM Monday. Holiday Hours are from 6:00 PM of the business day preceding the holiday to 8:00 AM of the first business day following the holiday. These hours are excluded from the elapsed time when calculating the response times for non-Flow-Through requests.
- For Flow-Through orders, Service Order Processor ("SOP") scheduled down-time: 10 PM to 6 AM, each day.

Metrics OR-2-02, 04, 06, 08, 10 and 12: 95% On Time according to schedule below.		
Metrics OR-2-01, 03, 05, 07, 09 and 11: No standard.		
Resale:	UNE:	Interconnection Trunks (CLEC to BA):
Electronically Submitted Orders: <i>POTS/Pre-Qualified Complex (combined data):</i> <ul style="list-style-type: none"> • Flow-Through Orders: 2 Hours • Orders with < 10 Lines: 24 Hours • Orders with ≥ 10 Lines: 72 Hours <i>Complex (2 Wire Digital Services, 2 Wire xDSL Services) (requiring loop qualification):</i> <ul style="list-style-type: none"> • Orders with < 10 Lines: 48 Hours • Orders with ≥ 10 Lines: 72 Hours <i>Special Services:</i> <ul style="list-style-type: none"> • Orders with < 10 Lines: 48 Hours • Orders with ≥ 10 Lines: 72 Hours⁴ Faxed/Mailed Orders: Add 24 Hours to intervals above	Electronically Submitted Orders: <i>POTS/Pre-Qualified Complex (combined data):</i> <ul style="list-style-type: none"> • Flow-Through Orders: 2 Hours • Orders with < 10 Lines: 24 Hours • Orders with ≥ 10 Lines: 72 Hours <i>Complex (2 Wire Digital Services, 2 Wire xDSL Services) (requiring loop qualification):</i> <ul style="list-style-type: none"> • Orders with < 10 Lines: 48 Hours • Orders with ≥ 10 Lines: 72 Hours <i>Special Services:</i> <ul style="list-style-type: none"> • Orders with < 10 Lines: 48 Hours • Orders with ≥ 10 Lines: 72 Hours⁵ Faxed/Mailed Orders: Add 24 Hours to intervals above	Electronically Submitted Orders: CLEC to BA Interconnection Trunks: <ul style="list-style-type: none"> • ≤ 192 Forecasted Trunks: 10 Business Days Faxed/Mailed Orders: Add 24 Hours to intervals above
Company: <ul style="list-style-type: none"> • CLEC Aggregate • CLEC Specific • BA Affiliate Aggregate • BA Affiliate Specific 	Geography: <ul style="list-style-type: none"> • State 	

⁴ Also includes orders requiring facility verification as specified in the BA Product Interval Guide, and all DS0, DS1 and DS3.

⁵ Also includes orders requiring facility verification as specified in the BA Product Interval Guide, and all DS0, DS1 and DS3.

OR-2-01	Average Local Service Request (LSR) Reject - Time (Flow-Through)	
Products	Resale: <ul style="list-style-type: none"> POTS/Pre-qualified Complex (combined data) 	UNE: <ul style="list-style-type: none"> POTS Loop/Pre-Qualified Complex/LNP (combined data) POTS—Platform
Calculation	Numerator	Denominator
	Sum of reject date and time less order submission date and time for all orders that flow through to service order processor without manual intervention (no typing into SOP) for specified product.	Total number of Flow-Through LSRs rejected for specified product.
OR-2-02	% On Time LSR Reject – Flow Through	
Products	Resale: <ul style="list-style-type: none"> POTS/Pre-qualified Complex (combined data) 	UNE: <ul style="list-style-type: none"> POTS Loop/Pre-Qualified Complex/LNP (combined data) POTS—Platform
Calculation	Numerator	Denominator
	Number of electronic rejects sent where reject date and time less submission date and time is less than 2 hours for specified product.	Total number of Flow-Through LSRs rejected for specified product.
OR-2-03	Average LSR Reject Time < 10 Lines (Electronic – No Flow Through)	
Products	Resale: <ul style="list-style-type: none"> POTS/Pre-qualified Complex (combined data) 2 Wire Digital Services (requiring loop qualification) 2 Wire xDSL Services (requiring loop qualification) Specials 	UNE: <ul style="list-style-type: none"> POTS Loop/Pre-Qualified Complex/LNP (combined data) POTS—Platform 2 Wire Digital Services (requiring loop qualification) 2 Wire xDSL Services (requiring loop qualification) Specials
Calculation	Numerator	Denominator
	Sum of reject date and time less order submission date and time for all rejected LSRs that are electronically submitted for less than 10 lines for specified product.	Total number of LSRs electronically submitted for less than 10 lines rejected for specified product.
OR-2-04	% On Time LSR Reject < 10 Lines (Electronic – No Flow Through)	
Products	Resale: <ul style="list-style-type: none"> POTS/Pre-qualified Complex (combined data) 2 Wire Digital Services (requiring loop qualification) 2 Wire xDSL Services (requiring loop qualification) Specials 	UNE: <ul style="list-style-type: none"> POTS Loop/Pre-Qualified Complex/LNP (combined data) POTS—Platform 2 Wire Digital Services (requiring loop qualification) 2 Wire xDSL Services (requiring loop qualification) Specials
Calculation	Numerator	Denominator
	Number of electronic rejects sent where reject date and time less submission date and time is within standard for orders with less than 10 lines for specified product.	Total number of LSRs electronically submitted for less than 10 lines rejected for specified product.

OR-2-05 Average LSR Reject Time \geq 10 Lines (Electronic – No Flow Through)		
Products	<i>Resale:</i> <ul style="list-style-type: none"> • POTS/Pre-qualified Complex (combined data) • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Services (requiring loop qualification) • Specials 	<i>UNE:</i> <ul style="list-style-type: none"> • POTS Loop/Pre-Qualified Complex/LNP (combined data) • POTS—Platform • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Services (requiring loop qualification) • Specials
Calculation	Numerator	Denominator
	Sum of reject date and time less order submission date and time for all rejected LSRs that are electronically submitted for 10 or more lines for specified product.	Total number of LSRs electronically submitted for 10 or more lines rejected for specified product.
OR-2-06 % On Time LSR Reject \geq 10 Lines (Electronic – No Flow Through)		
Products	<i>Resale:</i> <ul style="list-style-type: none"> • POTS/Pre-qualified Complex (combined data) • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Services (requiring loop qualification) • Specials 	<i>UNE:</i> <ul style="list-style-type: none"> • POTS Loop/Pre-Qualified Complex/LNP (combined data) • POTS—Platform • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Services (requiring loop qualification) • Specials
Calculation	Numerator	
	Number of electronic rejects sent where reject date and time less submission date and time is within standard for orders with 10 or more lines for specified product.	Total number of LSRs electronically submitted for 10 or more lines rejected for specified product.
OR-2-07 Average LSR Reject Time $<$ 10 Lines (Fax)		
Products	<i>Resale:</i> <ul style="list-style-type: none"> • POTS/Pre-qualified Complex (combined data) • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Services (requiring loop qualification) • Specials 	<i>UNE:</i> <ul style="list-style-type: none"> • POTS Loop/Pre-qualified Complex/LNP (combined data) • POTS—Platform • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Services (requiring loop qualification) • Specials
Calculation	Numerator	Denominator
	Sum of reject date and time less order submission date and time for all rejected LSRs that are submitted by fax for less than 10 lines for specified product.	Total number of LSRs submitted by fax for less than 10 lines rejected for specified product.

OR-2-08		
% On Time LSR Reject < 10 Lines (Fax)		
Products	Resale: <ul style="list-style-type: none"> • POTS/Pre-qualified Complex (combined data) • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Services (requiring loop qualification) • Specials 	UNE: <ul style="list-style-type: none"> • POTS Loop/Pre-qualified Complex/LNP (combined data) • POTS-Platform • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Services (requiring loop qualification) • Specials
Calculation	Numerator	Denominator
	Number of faxed rejects sent where reject date and time less submission date and time is within standard for orders with less than 10 lines for specified product.	Total number of LSRs submitted by fax for less than 10 lines rejected for specified product.

OR-2-09	Average LSR Reject Time ≥ 10 Lines (Fax)	
Products	<i>Resale:</i> <ul style="list-style-type: none"> • POTS/Pre-qualified Complex (combined data) • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Services (requiring loop qualification) • Specials 	<i>UNE:</i> <ul style="list-style-type: none"> • POTS Loop/Pre-qualified Complex/LNP (combined data) • POTS-Platform • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Services (requiring loop qualification) • Specials
Calculation	Numerator	Denominator
	Sum of reject date and time less order submission date and time for all rejected LSRs that are submitted by fax for 10 or more lines for specified product.	Total number of LSRs submitted by fax for 10 or more lines rejected for specified product.
OR-2-10	% On Time LSR Reject ≥ 10 Lines (Fax)	
Products	<i>Resale:</i> <ul style="list-style-type: none"> • POTS/Pre-qualified Complex (combined data) • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Services (requiring loop qualification) • Specials 	<i>UNE:</i> <ul style="list-style-type: none"> • POTS Loop/Pre-qualified Complex/LNP (combined data) • POTS-Platform • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Services (requiring loop qualification) • Specials
Calculation	Numerator	Denominator
	Number of faxed rejects sent where reject date and time less submission date and time is within standard for orders with 10 or more lines for specified product.	Total number of LSRs submitted by fax for 10 or more lines rejected for specified product.
OR-2-11	Average Trunk ASR Reject Time	
Products	Trunks: <ul style="list-style-type: none"> • CLEC to BA Trunks 	
Calculation	Numerator	Denominator
	Sum of reject date less submission date for rejected Access Service Requests for trunk orders with 192 or less forecasted trunks.	Count of rejected trunk orders for 192 or less forecasted trunks.
OR-2-12	% On Time Trunk ASR Reject	
Products	Trunks: <ul style="list-style-type: none"> • CLEC to BA Trunks 	
Calculation	Numerator	Denominator
	Count of rejected trunk orders that meet reject trunk standard (10 Business days).	Count of rejected trunk orders for 192 or less forecasted trunks.

OR-3 Percent Rejects

Percent Rejects: The percentage of orders received (including supplements and re-submissions) by Bell Atlantic that are rejected or queried. (Orders that are queried are considered rejected.) Orders are rejected due to omission of or error in required order information.

The percent reject measure is reported against all order transactions processed in EDI and Web GUI, not just those with associated bill completions.

Note: Edit Rejects – Orders failing “Basic front-end edits” are not placed on Completed PON Master File.

- BA Test Orders

No standard.

Company:

- CLEC Aggregate
- CLEC Specific
- BA Affiliate Aggregate
- BA Affiliate Specific

Geography:

- State

OR-3-01	% Rejects	
Products	Resale	UNE
Calculation	Numerator	Denominator
	Sum of all rejected LSR/ASR ⁶ transactions (records with REJECT-DATE1 of ORDERING-MASTER-REC > 0 for specified product).	Total number of LSR/ASR ⁷ records with unique PONs (STATE-CD + CLEC-ID + PON) for specified product.

⁶ Local Service Request/Access Service Request

⁷ Local Service Request/Access Service Request

OR-4 Timeliness of Completion Notification

Resale & UNE:

Completion Notification Response Time:

The elapsed time between the actual order completion in the Work Force Administration System ("WFA")⁸ and the distribution of the order completion notification. If multiple orders have been generated from a single CLEC request, the measure is taken between completion of the last order associated with the request and the distribution of the completion notification.

Under BA's current process, for UNE (except Hot Cut loop) and Resale orders received via EDI or Web GUI, completion notifications are delivered electronically via the same interface. For UNE Hot Cut loop orders, the measurement is taken from completion of the physical cutover work to verbal acceptance by the CLEC representative. This handshake is documented via serial numbers provided by CLEC.

Average Completion Notification Response Time For Resale and UNE:

The mean of all completion notification response times associated with a product group.

Percent On Time:

The percentage of completion notifications sent within the time frames specified in the Performance Standards.

Note: Edit Rejects – Orders failing "Basic front-end edits" are not placed on Completed PON Master File.

- BA Test Orders

Metric OR-4-01: No standard.

Metric OR-4-02: 95% within 30 minutes of order completion.⁹

Metric OR-4-06: 95% in 2 days

All other metrics: Parity

Company:

- CLEC Aggregate
- CLEC Specific
- BA Affiliate Aggregate
- BA Affiliate Specific

Geography:

- State

OR-4-01	Completion Notice – Average Response Time	
Products	Resale	UNE
Calculation	Numerator	Denominator

⁸ Until the actual order completion in the Work Force Administration System ("WFA") is captured, BA will report completion from the Service Order System ("SOP").

⁹ Until the actual order completion in the Work Force Administration System ("WFA") is captured, the standard will be 97% by next Business day (including Saturday, unless Saturday is a holiday) at noon (after SOP completion).

	Sum of notification date and time less WFA completion date and time. (NOTFCTN-RESPONSE-TIME of ORDERING-MASTER-REC for specified product.)	Total number of completion notices for specified product.
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OR-4-02	Completion Notice – % On Time	
Products	Resale	UNE
Calculation	Numerator	Denominator
	Number of completion notices where notice occurs within 30 minutes after WFA completion (records for specified product with ON-TIME-NOTFCTN of ORDERING-MASTER-RECORD = 'Y').	Number of PONs for specified product with ON-TIME-NOTFCTN of ORDERING-MASTER-RECORD = 'Y' or 'N'.
Sub-Metrics		
OR-4-03	Completion Notice – Average Response Time	
Products	Resale	UNE
Calculation	Numerator	Denominator
	Sum of notification date and time less CRIS bill completion date and time. [NOTFCTN-RESPONSE-TIME of ORDERING-MASTER-REC for specified product.]	Total number of completion notices for specified product.

Sub-Metrics (continued) Timeliness of Completion Notification			
OR-4-04		Completion Notice – % On Time	
Products	Resale	UNE	
Calculation	Numerator		Denominator
	Number of completion notices where notice occurs on or before noon the day after bill completion [records for specified product with ON-TIME-NOTFCTN of ORDERING-MASTER-RECORD = 'Y']		Number of PONs for specified product with ON-TIME-NOTFCTN of ORDERING-MASTER-RECORD = 'Y' or 'N'
OR-4-05		Average Duration – Work Completion (WFA) to Bill Completion	
Products	Retail	Resale	UNE
Calculation	Numerator		Denominator
	Sum of date and time for Bill completion less date and time for WFA completion.		Number of orders with WFA and Bill Completions.
OR-4-06		% WFA to Bill Completion ≥ 2 Business Days	
Products	Retail	Resale	UNE
Calculation	Numerator		Denominator
	Count of Orders with date and time for Bill completion less date and time for WFA completion is greater than or equal to five business days.		Number of orders with WFA and Bill Completion.

OR-5 Percent Flow-Through

Total Flow-Through: The percentage of valid orders received through the electronic ordering interfaces (EDI, Web GUI) and processed directly to the legacy service order processor ("SOP") without manual intervention. These service orders require no action by a BA service representative to type an order into the Service Order Processor. This is also known as "ordering" flow-through.

Simple Flow Through: The percentage of valid orders for Basic POTS Services (excludes Centrex) received through the electronic ordering interfaces (EDI, Web GUI) and processed directly to the legacy service order processor ("SOP") without manual intervention.

% Flow Through Achieved: The percentage of valid orders received through the electronic ordering interface (EDI, Web GUI) that are designed to flow through that actually do flow through, but excluding those orders that do not flow through due to CLEC errors or a pending order status.

A summary of order types that are designed to Flow-Through for CLECs is included in Appendix G. Orders designed to Flow-Through may also fall out. Non-Flow Through orders include orders where there are other pending orders on the same line and manual intervention is required to ensure that the correct action is taken.

Note: Edit Rejects – Orders failing "Basic front-end edits" are not placed on Completed PON Master File.

- BA Test Orders
- Orders that are not submitted through a BA electronic ordering interface (e.g., orders submitted by U.S. Mail, private delivery service, or Fax)

Metric OR-5-03:

- Orders not eligible to flow through
- Orders with CLEC input errors in violation of published business rules

OR-5-01: No Standard

OR-5-02: No Standard

OR-5-03: 95%

Company:

- CLEC Aggregate

Geography:

- State

OR-5-01	% Flow Through – Total	
Products	Resale	UNE
Calculation	Numerator	Denominator
	Sum of all orders that flow through (FLWTHRU-CAND-IND = '1') for specified product.	Total number of LSR/ASR ¹⁰ records (orders) for specified product.
OR-5-02	% Flow Through – Simple	
Products	Resale	UNE
Calculation	Numerator	Denominator

¹⁰ Local Service Request/Access Service Request

	Sum of all orders that flow through (FLWTHRU-CAND-IND = '1') for specified product (less CENTREX, Complex and Specials).	Total number of LSR/ASR ¹¹ records (orders) for specified product (less CENTREX, Complex and Specials).
OR-5-03	% Flow Through Achieved	
Products	Resale	UNE
Calculation	Numerator	Denominator
	Count of flow through eligible orders that flow through (FLWTHRU-CAND-IND = '1') for specified product.	Count of flow through eligible orders for specified product.

OR-6 Order Accuracy

Order accuracy is defined as the percentage of orders completed as ordered by the CLEC. Two dimensions will be measured. The first is a measure of orders without BA errors (Metric OR-6-01). The second measure is focused on the percentage of fields that are populated correctly (Metric OR-6-02).

Local Service Request Confirmation ("LSRC") accuracy is also measured. (Metric OR-6-03).

Order Accuracy: BA will use a manual audit process of sampled orders. A statistically valid random sample of approximately 400 orders for Resale and 400 orders for UNE each month, (20 orders randomly sampled each Business day for Resale and UNE, respectively) will be pulled. BA will compare required fields on the latest version of the LSR to the completed Bell Atlantic service order(s).¹²

The fields that will be reviewed by BA will include, but not be limited to:

- Billed Telephone Number
- RSID or AECN
- PON Number
- Telephone Number (if applicable, required for resold POTS, Platform and LNP/INP)
- Ported TN (if applicable, required for LNP/INP)
- Circuit ID (if applicable, required for Specials and loops)
- Directory Listing Information (if included)
- E911 Listing Information (if changing and appropriate)
- Features (for Resale, UNE-P and Switching orders)
- Application Date
- Due Date
- Remarks (if applicable)

- Orders that are entered by the CLEC and flow through.
- Orders that are submitted via fax, when electronic capability is available.

Metric OR-6-01: 95% of orders without BA errors.

Metrics OR-6-02: No standard.

Metric OR-6-03: Not more than 5% of LSRCs resent due to BA error.

Company:

- CLEC Aggregate

Geography:

- State

¹² BA will correct service order errors discovered by it in performing measurements under this Metric OR-6. BA will notify the applicable CLEC of such a correction.

OR-6-01	% Accuracy – Orders	
Products	Resale	UNE
Calculation	Numerator	Denominator
	Count of Orders Sampled less Orders with BA Errors for specified product.	Count of Orders Sampled for specified product.
OR-6-02	% Accuracy – Fields (each field reported separately)	
Products	Resale	UNE
Calculation	Numerator	Denominator
	Count of Fields Sampled less fields with BA errors for specified product.	Count of fields sampled for specified product.
OR-6-03	% Accuracy – Local Service Request Confirmation	
Products	Resale	UNE
Calculation	Numerator	Denominator
	Count of LSRCs resent due to BA error	Count of LSRCs

OR-7 % Order Confirmation/Rejects Sent Within 3 Business Days

The percent of LSRs confirmed or rejected by BA within 3 business days of receipt as a percent of total LSRs received.

An LSR will be deemed to have been received by BA through EDI if the LSR is received by BA's NetLINK system (prior to decryption, parsing and translation of the LSR). The time stamp for receipt of the LSR will be applied after decryption, parsing and translation of the LSR. If processing of the LSR is delayed in BA's NetLINK system prior to application of the time stamp for receipt of the LSR and the LSR is "re-flowed" by BA, BA will adjust the time stamp to show the time when, in the absence of the delay, the time stamp would have been applied.

An LSR confirmation or reject will be deemed to have been sent by BA through EDI when the confirmation or reject is sent by BA's NetLINK system (following translation and encryption of the confirmation or reject).

Applies to orders submitted via EDI.

Note: This is a measure of completeness not timeliness.

Source: Master PON File.

- An LSR that is cancelled prior to confirmation or rejection, if the CLEC's cancellation notice was received by BA within three (3) business days after BA's receipt of the LSR. .
- LSRs that were Supplemented prior to confirmation or rejection.
- Edit Rejects (negative 997s) that would not be eligible for confirmation or rejection.
- Orders submitted through Web GUI Interface.
- Orders not submitted electronically.

Company:

- CLEC Aggregate
- CLEC Specific

Geography:

- State

Metric OR-7-01: 95%.

OR-7-01		
Products	Resale:	UNE:
	<ul style="list-style-type: none"> • POTS 	<ul style="list-style-type: none"> • POTS Platform • POTS Loop/LNP (combined data)
Calculation:	Numerator	Denominator
	Total LSR confirmations plus rejections sent within 3 business days of LSR submission.	Total LSRs received during the reporting period.

OR-8 Acknowledgement Timeliness

Percent of LSRs Acknowledged On Time: The percentage of LSR acknowledgements within the timeframe specified in the Performance Standard. Time starts with receipt of LSR and ends when an acknowledgement is sent. An LSR will be deemed to have been received by BA through EDI when the LSR is received by BA's NetLINK system (prior to decryption, parsing and translation of the LSR). An acknowledgement will be deemed to have been sent by BA through EDI when the acknowledgement is sent by BA's NetLINK system (following translation and encryption of the acknowledgment). An electronic acknowledgement indicates that the file has met basic edits with valid and complete data and will be processed by BA. Applies to orders submitted via EDI.

- Orders submitted through Web GUI Interface.
- Orders not submitted electronically.

Company:

- CLEC Aggregate
- CLEC Specific

Geography:

- State

Metric OR-8-01: 95% within 2 hours.

OR-8-01	% Acknowledgements on Time	
Products	Resale	UNE
Calculation	Numerator	Denominator
	Number of LSR acknowledgments sent within 2 hours of LSR receipt.	Total number of LSR acknowledgements.

OR-9 Order Acknowledgement Completeness

Order Acknowledgment Completeness: The number of LSR acknowledgments sent the same day as the LSR is received as a percent of total LSRs received. Both positive and negative acknowledgements are included in the measurement. An LSR will be deemed to have been received by BA through EDI when the LSR is received by BA's NetLINK system (prior to decryption, parsing and translation of the LSR). The acknowledgement will be deemed to have been sent by BA through EDI when the acknowledgement is sent by BA's NetLINK system (following translation and encryption of the acknowledgement). Applies to orders submitted via EDI. LSRs received after 10:00 pm Eastern Time are considered received the next day.

- Orders submitted through Web GUI Interface.
- Orders not submitted electronically.
- Orders in unreadable files.¹³
- Acknowledgements in unreadable files.¹⁴

Company:

- CLEC Aggregate
- CLEC Specific

Geography:

- State

Metric OR-9-01: 99%. (Effective, September, 2000.)

OR-9-01	% Acknowledgement Completeness	
Products	Resale	UNE
Calculation	Numerator	Denominator
	Number of LSR acknowledgments sent the same day as LSR received.	Total number of LSRs received in the calendar month reporting period.

¹³ Unreadable files will be retained by BA for a period of at least three (3) years.

¹⁴ A CLEC must notify BA of unreadable acknowledgement files. Unreadable files will be retained by the CLEC for a period of at least three (3) years.

OR-10 Lost Order Trouble Tickets

Lost Order Trouble Tickets: CLEC trouble tickets received by BA that indicate that an order submitted by the CLEC has never been acknowledged, confirmed, or rejected (missing EDI notifiers). Time period measured is based on the CLEC stated submission date.

Resale & UNE:

- BA Test Orders¹⁵

Metric OR-10-01: No standard.

Company:

- CLEC Aggregate
- CLEC Specific
- BA Affiliate Aggregate
- BA Affiliate Specific

Geography:

- State

OR-10-01	% Lost Order Trouble Tickets	
Products	Resale	UNE
Calculation	Numerator	Denominator
	Total number of trouble tickets received with a lost order status (no acknowledgement, confirmation, or rejection received by the CLEC) for specified product.	Sum of 1.) all orders acknowledged, confirmed or rejected by BA and 2.) trouble tickets received with a lost order status (no acknowledgement, confirmation, or rejection received by the CLEC) for specified product. Duplicates found in both categories are counted once.

¹⁵ BA Test Orders – see Glossary.

Function:	
OR-11 Resubmission Rejection	
Definition:	
The percent of PONs resubmitted at Bell Atlantic's request which are not rejected by Bell Atlantic's ordering system.	
Exclusions:	
3. None	
Performance Standard:	
95%	
Report Dimensions:	
5. CLEC specific	
6. CLEC aggregate	

Function	
OR-12 Percent Loss Notifications Returned Within X Minutes	
Definition	
Percent Loss Notifications Returned Within X Minutes.	
Exclusions:	
None	
Performance Standard:	
Electronically Received = 97% within 15 Minutes	
Other = 97% within 60 Minutes	
Methodology	
Interval Starts with completion of migration to gaining carrier and ends with notice to losing CLEC.	
Formula:	
$\frac{(\# \text{ loss notifications returned to the CLEC within X minutes of migration to another carrier})}{\text{total mechanized completions}} * 100$	
Report Dimensions:	
Company: <ul style="list-style-type: none"> • CLEC aggregate • CLEC specific • CLEC AIT affiliates—aggregate • CLEC AIT affiliate – specific 	Type of notice: <ul style="list-style-type: none"> • Electronically Received • Other

Provisioning (PR)

PR-1 Average Interval Offered

Definition:

POTS and Specials: Average Offered Interval is also known as the average appointed interval. The average number of business days between order application date and committed due date (appointment date). The application date is the date that a valid service request is received.

Complex Orders include: Two Wire Digital Services (ISDN) and Two Wire xDSL Services.

Specials Orders include: All Designed circuits, 4 wire circuits (including Primary rate ISDN and 4 Wire xDSL services), all DS0, DS1 and DS3 circuits. EEL and IOF to be reported separately.

Trunks: The amount of time in business days between receipt of a clean ASR (received date restarted for each SUPP) and due date committed to from firm order confirmation. Measures service orders completed between the measured dates.

Notes:

- (1) The offered intervals for cancelled orders are counted in the month in which the cancellation occurs. (2) Sub-metrics reported according to line size groupings will be based on the total lines in the orders.

Exclusions:

- BA Test Orders:
- Orders where customers request a due date that is beyond the standard available appointment interval. (X Appointment Code^x).
- Bell Atlantic Administrative orders.^{xi}
- Orders with invalid intervals (Negative Intervals or intervals over 200 business days – indicative of typographical error).
- Additional Segments (pages or sections on individual orders) on orders (parts of a whole order are included in the whole).
- Retail Suspend for non-payment and associated restore orders.
- Orders that are not completed or cancelled

Performance Standard:

Parity with BA Retail; for trunks, parity with retail trunks dedicated to non-carrier customers (local, not access trunks).

See Interval Guide for specific products and services.

Report Dimensions:

Company: <ul style="list-style-type: none">• BA Retail• CLEC Aggregate• CLEC Specific	Geography: <ul style="list-style-type: none">• POTS and Complex: Boston metro area; Springfield metro area; Remainder of State, or by maintenance and provisioning area• Specials & Trunks: Boston metro area and remainder of State
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PR-1-01		Average Interval Offered – Total No Dispatch	
Products	Retail: POTS: Residence POTS: Business 2 Wire Digital Services 2 Wire xDSL Services Specials	Resale: POTS: Residence POTS: Business 2 Wire Digital Services 2 Wire xDSL Services Specials	UNE: POTS – Hot Cut Loop POTS – Platform POTS - Other (UNE Switch & INP) 2 Wire Digital Services 2 Wire xDSL Services Specials
Calculation	Numerator		Denominator
	Sum of committed due date less application date for Orders without an outside dispatch in Product Groups		Count of Orders without an outside dispatch in Product Groups
PR-1-02		Average Interval Offered – Total Dispatch	
Products	Retail: 2 Wire Digital Services 2 Wire xDSL Services Specials	Resale: 2 Wire Digital Services 2 Wire xDSL Services Specials	UNE: 2 Wire Digital Services 2 Wire xDSL Services Specials
Calculation	Numerator		Denominator
	Sum of committed due date less application date for Orders with an outside dispatch in Product Groups.		Count of Orders with an outside dispatch in Product Groups.
PR-1-03		Average Interval Offered – Dispatch (1-5 Lines)	
Products	Retail: POTS: Residence POTS: Business	Resale: POTS: Residence POTS: Business	UNE: POTS – Platform POTS - Loop
Calculation	Numerator		Denominator
	Sum of committed due date less application date for POTS Orders with an outside dispatch in Product Groups for orders with 1 to 5 lines.		Count of POTS Orders with an outside dispatch in Product Groups for orders with 1 to 5 lines.
PR-1-04		Average Interval Offered – Dispatch (6-9 Lines)	
Products	Retail: POTS – Total	Resale: POTS – Total	UNE: POTS – Platform POTS - Loop
Calculation	Numerator		Denominator
	Sum of committed due date less application date for POTS Orders with an outside dispatch in Product Groups for orders with 6 to 9 lines.		Count of POTS Orders with an outside dispatch in Product Groups for orders with 6 to 9 lines.

Sub-Metrics – PR-1 Average Interval Offered (continued)			
PR-1-05	Average Interval Offered – Dispatch (≤ 10 Lines)		
Products	Retail: POTS – Total	Resale: POTS – Total	UNE: POTS – Platform POTS - Loop
Calculation	Numerator	Denominator	
	Sum of committed due date less application date for POTS Orders with an outside dispatch in Product Groups for orders with 10 or more lines.	Count of POTS Orders with an outside dispatch in Product Groups for orders with 10 or more lines.	
PR-1-06	Average Interval Offered – DS0		
Products	Retail: Specials	Resale: Specials	UNE: Specials
Calculation	Numerator	Denominator	
	Sum of committed due date less application date for Special Services orders for DS0 services.	Count of Special Services orders for DS0 services.	
PR-1-07	Average Interval Offered – DS1		
Products	Retail: Specials	Resale: Specials	UNE: Specials
Calculation	Numerator	Denominator	
	Sum of committed due date less application date for Special Services orders for DS1 services.	Count of Special Services orders for DS1 services.	
PR-1-08	Average Interval Offered – DS3		
Products	Retail: Specials	Resale: Specials	UNE: Specials
Calculation	Numerator	Denominator	
	Sum of committed due date less application date for Special Services orders for DS3 services.	Count of Special Services orders for DS3 services.	
PR-1-09	Average Interval Offered – Total		
Products	Retail: Dedicated trunks to non-carrier customers	UNE: IOF EEL – Backbone EEL – Loop	CLEC Trunks: Interconnection Trunks (≤ 192 Trunks) CLEC Trunks (> 192 and Unforecasted Trunks)
Calculation	Numerator	Denominator	
	Sum of committed due date less application date for product group orders.	Count of orders for product group.	

Sub-Metrics – PR-1 Average Interval Offered (continued)			
PR-1-10	Average Interval Offered – Disconnects – No Dispatch		
Products	<i>Retail:</i> POTS (incl. Complex) Specials	<i>Resale:</i> POTS (incl. Complex) Specials	<i>UNE:</i> POTS (Incl. Complex) Specials
Calculation	Numerator		Denominator
	Sum of committed due date less application date for product group no dispatch disconnect (D & F) orders.		Count of orders for product group.
PR-1-11	Average Interval Offered – Disconnects – Dispatch		
Products	<i>Retail:</i> POTS (incl. Complex) Specials	<i>Resale:</i> POTS (incl. Complex) Specials	<i>UNE:</i> POTS (Incl. Complex) Specials
Calculation	Numerator		Denominator
	Sum of committed due date less application date for product group dispatch disconnect (D&F) orders.		Count of orders for product group.